DOOSAN

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DoMORE®

LAUZON CONTRACTING GROWS WITH DOOSAN LINEUP

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CONTRACTOR MAKES A COMEBACK PAGE 4

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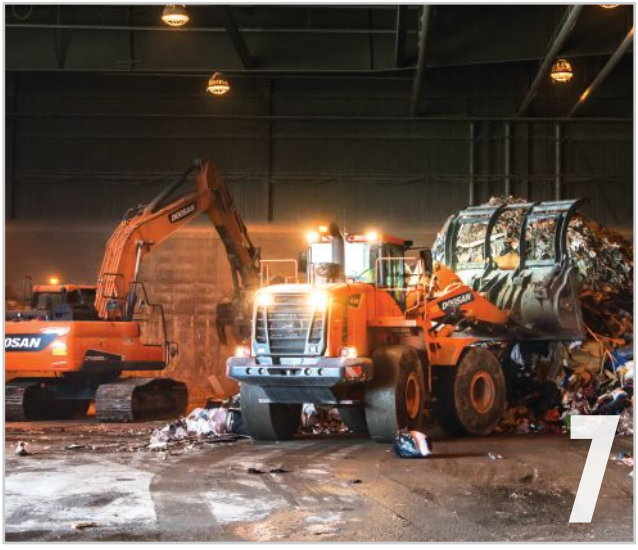

ON THE COVER
Lauzon Contracting used its Doosan excavators to help build a new Northwest Housing Alternatives campus in Milwaukie, Oregon.

Visit **DoosanEquipment.com** to find the latest product specifications for Doosan equipment.

DoMORE®

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106 E. 6th St.
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Email: DoMORE@doosan.com

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DOOSAN®

ENHANCEMENTS TO DA30-5 ARTICULATED DUMP TRUCK IMPROVE PERFORMANCE AND PRODUCTIVITY

Doosan is building on more than 40 years of articulated dump truck (ADT) experience by introducing a new and improved version of the DA30-5, rated in the 30-metric-ton size class. Numerous updates improve performance, comfort, controllability and more, including:

- **New front suspension:** Hydro-gas, self-leveling system provides superior performance and greater shock absorption.
- **Redesigned cab:** Completely new cab layout – including a new dashboard, new monitor with inputs for additional camera views and improved airflow – improves ergonomics for better operator comfort.
- **Lower operating costs:** Fewer service points, fewer oil types in the driveline and easier access to the engine compartment help lower operating costs.

For details about the new DA30-5, talk with your Doosan dealer or visit DoosanEquipment.com

DoosanCONNECT system puts more information in your hands to better manage your equipment fleet.

The new telematics management system for Doosan® excavators, wheel loaders, material handlers, log loaders and ADTs provides greater machine intelligence and remote equipment monitoring.

Using the DoosanCONNECT® system, equipment owners and fleet managers can easily review data and monitor equipment remotely from an internet-enabled device. A variety of reports are available to monitor operational utilization to determine equipment needs, solve business challenges, correct operator behavior, fine-tune bids, track service and maintenance warnings and fuel usage, reduce equipment theft, and more.

Talk with your Doosan dealer for more information about how DoosanCONNECT works and how it can improve your productivity, or visit **DoosanEquipment.com/Telematics**

COMPANY INFO

Business: Bill George's Dump Truck and Loader Service
In business since: 1990
Location: Waddell, Arizona
Doosan machines: DX225LC-3 and DX235LCR crawler excavators; DL250-5 wheel loader
Doosan dealer: Full Circle Enterprise, Inc.

GET IN. GET THE JOB DONE. GET OUT.

Residential construction in Phoenix, Arizona, is going so strong that developers are paying contractors to demolish existing homes to make space for newer, bigger and more expensive houses.

This is especially true in Arcadia, an affluent area of Phoenix and Scottsdale, where citrus farmers previously grew oranges, lemons and grapefruits. The median home value in the area is above $500,000, and home values have gone up 12 percent in the past year. Demolition specialist Bill George has carved a successful niche for himself in Arcadia, working with a select group of developers to demolish structures and grade lots for new homes. "Arcadia is one of the most expensive pieces of property in the valley," Bill says. "West of 44th Street is where $350,000 houses go for $700,000, and $800,000 houses for more than a million dollars."

Entrepreneurial spirit

Bill, now in his 40s, got an early start operating heavy equipment, and loading

> MY DOOSAN MACHINES WORK FIVE DAYS A WEEK, AND THEY WORK HARD. SMALL GUYS, AS BUSY AS WE ARE, WE CAN'T HAVE EQUIPMENT THAT DOESN'T WORK. **I HAVE GOOD CONFIDENCE IN MY DOOSAN EQUIPMENT."**
>
> **– BILL GEORGE** / BILL GEORGE'S DUMP TRUCK AND LOADER SERVICE

and transporting materials when he was still in high school. Shortly after high school, he started his own company – Bill George's Dump Truck and Loader Service – and his business quickly took off, thanks, in part, to advertisements in the local newspaper.

In 2006, tragedy struck – Bill was run over by a passing truck. The damage to his health was significant. The accident caused fractures in his neck and back, and he was forced to sell his company and equipment. "After I got ran over in 2006, my right hand didn't work at all," he says. "I missed running equipment for the seven years and seven months that I was out of the business. I missed it constantly."

Seven years later, Bill started his comeback. He got himself back in good physical shape, and he restarted his business. Bill and his father tackled their first project since the accident, operating just a loaned skid-steer loader. It took the pair seven days to demolish a home. When they were done, the person who hired Bill said, "If you want to demo a lot of houses, go buy an excavator." Bill did just that. He bought an old excavator, described as "worn out," but it got him started on the right path. As soon as Bill bought the excavator, he shared a picture of it with a contractor and the contractor sent him four or five addresses where he could demolish the homes.

Today, Bill positions his company as "experts in demolition," as well as grading and drainage.

"I'm not a builder; I'm a contractor," he says. "I'm a demolition and a grading contractor."

Rebuilding with Doosan

As Bill was rebuilding his business, his biggest headache was with his older, worn-out excavator, which was always breaking down. That's when he met Pat Gallagher from the local Doosan® equipment dealership in Phoenix and decided to demo a Doosan excavator. Pat was persistent yet gave Bill the time he needed to make the decision to switch to Doosan. Bill says he really struggled with not buying his previous brand of construction equipment over Doosan.

"I liked the way the Doosan excavator worked better, especially the machine's reach," he says. "It took me a couple months of renting both machines before I made a decision on which machine I was going with – Doosan."

Bill purchased his first Doosan crawler excavator – a DX140LCR – and was pleased with the reduced-tail-swing-machine's performance and size, which allows it to fit nicely on his residential demolition jobsites.

"The new excavator eliminated so much of my headache because the machine wasn't breaking," he says. "It was working like it was supposed to be working. Pat was really good to work with and did a good job of selling me on the aspect that the dealership is there to help, which they've proven time and time again."

Not long after he purchased his first Doosan excavator, Bill purchased a Doosan wheel loader, then a second Doosan excavator, a DX235LCR. He chose to step up from the DX140LCR to the larger DX225LC-3 size for more power and reach. He says he likes the strength of the Doosan excavators for their size class, which makes easy work out of big projects like tearing out swimming pools.

"My Doosan machines work five days a week, and they work hard," Bill says. "Small guys, as busy as we are, we can't have equipment that doesn't work. I have good confidence in my Doosan equipment."

Tearing stuff up

Bill's crew demolishes homes and commercial buildings using the Doosan excavators with buckets and clamps. Operators grab onto debris, lift it and empty it into a roll-off container. If the property has trees, they take them down and place the trees into a container that goes to a local firewood company.

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Then, the crew separates the trash from the bricks and blocks. The trash goes into a container and to a transfer facility. Once trash is removed, the operator uses the excavator to take the walls down on top of the concrete slabs. The brick goes into a container where it is transported to a landfill for disposal. Concrete, the last step, is broken and loaded into containers to be transported to a recycling facility.

"Demolition is tough on machines, and we're so busy, I can't afford for them to be down," he says. "Everything revolves around the excavator working. It's my reputation. We get in, we get the job done and we get out. We've done houses as fast as a day with everything being done, including concrete, on a smaller 1,500-square-foot house. It may take two or three days if there's a swimming pool. It's fun. Who wouldn't want to tear down a house for a living?"

Makes dirt look pretty

After Bill's crew demolishes a home, they almost always go back and build a certified house pad. An employee operates the Doosan® DL250-5 wheel loader with a bucket to spread the fresh dirt.

"We over-excavate where the new house will be built – about two-and-a-half feet – and then we roll it back in for compaction," Bill says. "The Doosan wheel loader is a great machine. The soil testing company that I use has made the comment that they've never seen anybody move as much dirt as fast as my guy Brian does.

"The cab is incredibly comfortable. It's a nice, roomy cab, cold air conditioning – even in Phoenix summers. The visibility from inside the cab is great, too. The windows go all the way around the cab, plus it's the right height and the pivot point is tall enough to where operators have good visibility."

Employee Brian Richardson likes the Doosan wheel loader so much that he put a decal on the machine with his name on it.

"He's the best wheel loader operator that I've ever seen," Bill says.

Tight-knit family

Bill has built up a loyal crew. He has nine employees, including his 75-year-old father, who are instrumental to the company's ongoing success.

"I've got the greatest bunch of guys," Bill says. "My dad still works 50, 60 hours a week because he wants to. The team is as important as the equipment." Brian Richardson, David Richardson, Ken Taelman, Tom Cravens, Bubba George, Justin Sayer, Tony Smith, Jason Theodore, Luke Swihart and Pam Wright work for Bill.

Business is so good today that Bill doesn't need those newspaper ads from his younger days. He has embraced a new means of sharing his story and what his equipment can do – Facebook®. His company's page features photos and videos of his Doosan equipment doing what it does best – demolishing homes and grading lots. DM

Down in a day

All it took was one day for Bill George and his team to take down a home in Phoenix. Watch the crew use a Doosan® crawler excavator to tear down a house, load the debris and prepare the site for new construction.

Visit **DoosanEquipment.com/BillGeorge** to watch the video of the Doosan excavator at work.

STARTING A RECYCLING REVOLUTION

COMPANY INFO

Business: Revolution Recovery
In business since: 2004
Location: Philadelphia, Pennsylvania
Doosan machines: DX180LC-3, DX225LC-5 crawler excavators; DL200, DL250-3, DL250-5, DL300-5 wheel loaders
Doosan dealer: Best Line Equipment

There's an expression that one man's trash is another man's treasure. For Jon Wybar, it's been a gritty truth for the past 14 years. Watching tons of construction waste headed for the landfill would bring a sigh of relief from contractors anxious to get their jobsites cleaned up, but for him it sparked an environmentally-friendly business idea.

Jon's company – Revolution Recovery – was born in Philadelphia, Pennsylvania, after providing his own common-sense answer to a simple question: What if one of the most common building materials was kept out of sanitary landfills and converted into cash?

From bootstrap beginnings that evolved from bare-handed sorting in 2004 to compact equipment in 2006, to heavy equipment by 2011, the recycling venture expanded with additional locations in Allentown, Pennsylvania, and New Castle, Delaware. The enterprise recycles a wide assortment of construction and renovation debris with a staff of more than 100 employees and a fleet of 26 Doosan® wheel loaders and crawler excavators. The company continues to thrive in an increasingly competitive marketplace with versatile machine investments.

"We want to lead in recycling," Jon says. "We see major problems for the planet, and we want to be on the cutting edge solving this problem. I would like to think we grew based on survival of the fittest, hard work and business savvy."

Tackling diverse materials

Over the years, Revolution Recovery has gradually mechanized its operation. Jon and New Castle Plant Manager Nick Grovola discovered that strong and durable equipment would allow for expanded core capabilities to handle construction waste materials in a challenging environment.

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"It's not the heaviest material like you would find in mines, but it's still abrasive," Nick says. "There are lots of tight turns and hazards."

To accommodate the variety and volume of material, both the Philadelphia and New Castle locations rely on four Doosan® wheel loaders and five Doosan crawler excavators – each equipped with grapple attachments and buckets – working up to 10 hours a day. The excavators are responsible for extracting bulky objects such as plastic sheets and tarps, loading trailers, pre-sorting, and crushing larger material to fit on the sorting screen.

"They're crunching, munching and smashing," Nick says.

Diverting waste from sanitary landfills is more than a noble environmental cause; it's a profitable mission statement for the company that handles more than 1,000 tons of material daily.

"At a vast majority of American construction sites, all of that material goes right to the landfill," Jon says.

With the company's unique focus, roughly 50 percent of the material is recycled, 25 percent is screenings or fines, and 25 percent goes to a sanitary landfill.

Waste not, want not

Revolution Recovery's interactive aspect to their business model provides maximum recycling and repurposing of materials that can include wood, pallets, drywall cutoffs, metals, concrete, brick, asphalt, cardboard and plastic. Customers can rent roll-off containers from the company that, once filled, Revolution Recovery delivers to the recycling site for sorting and recycling processes.

Jon points out that planning for machine versatility is key when processing diverse resources.

"The machines are pretty powerful, and we're able to load and dig if we need to," Jon says. "I actually just rented a hydraulic breaker attachment for one of the excavators to break concrete."

Key machine features provide comfort and convenience to the company's operators.

"The air conditioning is nice, and the new ones have a very nice display screen for your gauges and backup cameras," Nick says.

Operators use the company's wheel loaders to transport material; feed the fine screens; and load wood chips, crushed concrete and material to be baled.

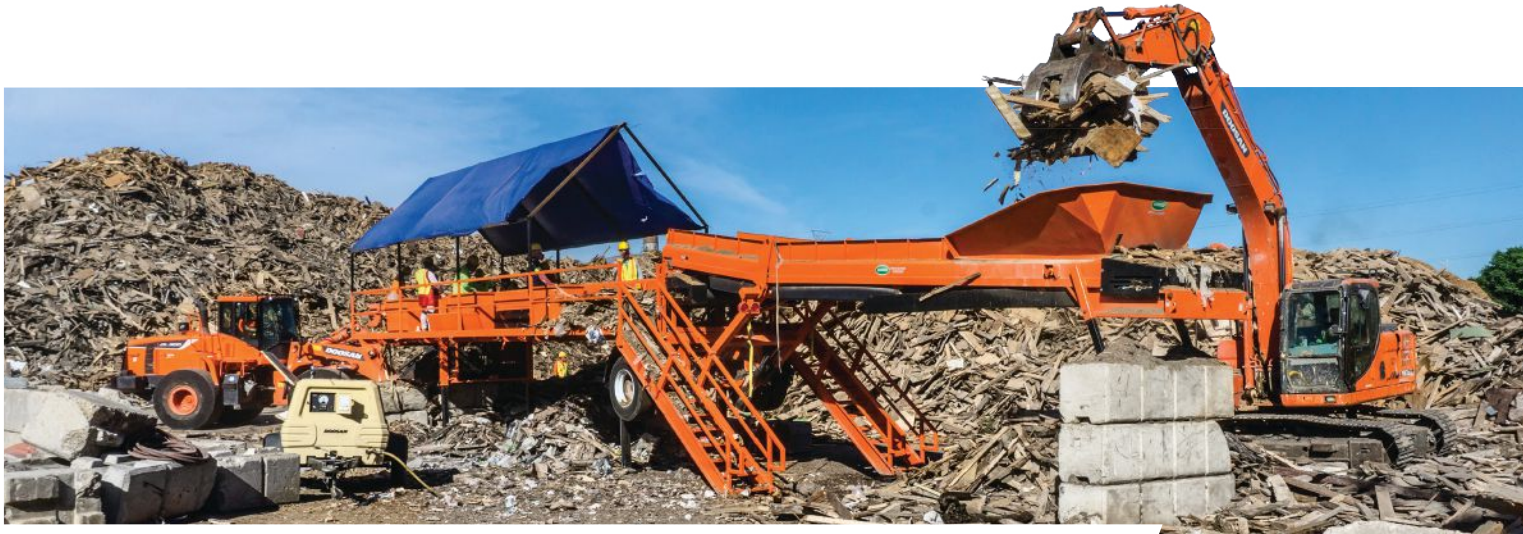
"Most of the materials we can bale – like the cardboard, the plastic, the vinyl – and we can sell them," says Nick, who oversees the day-to-day operations. "The non-ferrous metals we actually grade on site, and a lot of those get baled as well. We crush the concrete and then sell the material."

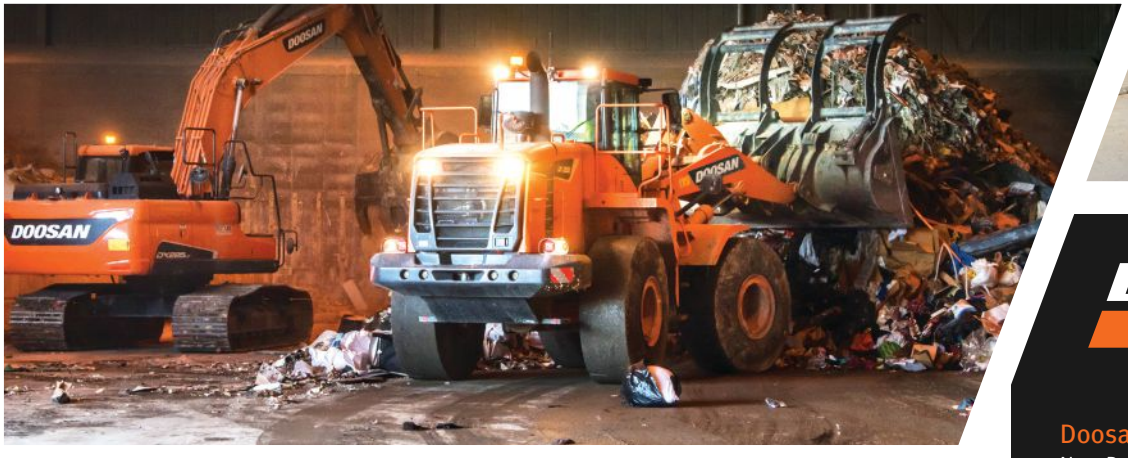
Shingles also get crushed and sold. Wood gets turned into mulch or a bedding product. The drywall segments are transformed into soil amendment.

Finding the sweet spot

Recycling construction materials in an operation that transitioned from human to machine not long ago means selecting equipment that offers high performance in a smaller footprint and a dealership team to help with maintenance. Jon and

> WE DECIDED TO GIVE BEST LINE EQUIPMENT A SHOT. AND THAT'S HOW THEY WON THE FIRST BID, BUT THEN **THEIR PERFORMANCE FROM THAT LOADER IS HOW THEY WON THE SECOND LOADER – NOT IN A SALES MEETING, BUT IN THE PERFORMANCE OF THE MACHINE.**
>
> **– JON WYBAR** / REVOLUTION RECOVERY





Nick purchased the Doosan wheel loaders and excavators from their local heavy equipment dealer, Best Line Equipment. Their first purchase of a DL200 in 2008 and the dealership support that came with it, starting with Sales Specialist Armand Cencetti, started to chip away at the company owner's preference for a competitive excavator.

"We decided to give Best Line Equipment a shot," Jon says. "And that's how they won the first bid, but then their performance from that loader is how they won the second loader – not in a sales meeting, but in the performance of the machine."

Jon has found that the combination of 18-ton DX180LC-3 excavators and the 271-horsepower DL300-5 wheel loaders form a sweet spot for power, size and cost of ownership. Nick agrees.

"A lot of our material is indoors, so we can't have an overly huge machine because of height restrictions, but the DX180LC-3 excavators seem like they're pretty strong compared across the market to other equipment manufacturers," Nick says.

"As we've grown, we've needed bigger equipment. The DL300 is a good size for us, because it's big enough to handle our material, but not so big that it can't functionally move around."

Jon and Nick have a hands-on approach to daily maintenance backed up with dealership support.

"The operators do the daily greasing, and our mechanics on site will do the services and small repair, like hose replacements and filters," Nick says. "But for bigger repairs, Best Line Equipment does all of that for us."

Revolution Recovery's uptime is further sustained with a solid warranty team.

"Downtime with equipment can be extremely detrimental to the whole operation, and frustrating and stressful to the team," Jon says. "We know that Best Line Equipment and Doosan will stand behind their machines and their warranty. And we know that they'll bring the service to keep us moving and get the job done." DM

DOOSAN CONNECT

DoosanCONNECT links to support

New Revolution Recovery machines feature the DoosanCONNECT® telematics service, which offers work efficiency management. "I will occasionally get a phone call from the dealership telling me the DX225LC-5 is not running in eco mode, and to correct it for fuel economy reasons," says Revolution Recovery New Castle Plant Manager Nick Grovola. Owner Jon Wybar has also identified value in operational benefits. "It can show you the idle time of the machine, so that's a great management tool."

Visit **DoosanEquipment.com/RR** to watch a video of Revolution Recovery's Doosan equipment at work performing recycling tasks.

COMPANY INFO
Business: Hamaker Timber
In business since: 1986
Location: Junction City, Arkansas
Doosan machines: DX225LL (two) and DX300LL-5 log loaders
Doosan dealer: Equipment Inc.

A REAL TIMESAVER

It may come as a surprise to some, but the state of Arkansas is covered in woodlands. In fact, more than 19 million acres of forests, consisting of 42 percent oak and 29 percent pine, cover the state according to the Arkansas Economic Development Commission.

Since more than half of the state consists of timber, it's no wonder many local loggers – like Don and Gene Hamaker, owners of Hamaker Timber – call Arkansas and Louisiana home for their forestry operations.

"I grew up around the logging industry," Don says. "I was able to see firsthand what logging was all about, and I was good at it."

After high school, and a brief stint in the construction industry, Don took a leap of faith and started his own business in 1986. Today, Hamaker Timber is a successful full-service timber harvesting company with a dedicated crew of nine employees.

"As a logger, I've been through some tough times, economically and financially," Don says. "But I've always gotten through them thanks to the Lord. The Lord has blessed me very much in life, with my crew and with my equipment."

Pine to profit

Arkansas forests are primarily owned by farmers, ranchers and other private landowners like Weyerhaeuser Company, one of the world's largest private landowners of timber and manufacturers of

PRIOR TO PURCHASING DOOSAN LOG LOADERS, WE HAD TO USE TRUCK-MOUNTED LOADERS WHICH TOOK TWICE AS LONG. I CAN CONFIDENTLY SAY WE ARE MUCH MORE EFFICIENT USING THE LOG LOADERS THAN WE HAVE BEEN IN THE PAST.

– DON HAMAKER / HAMAKER TIMBER

wood products in the United States. The company owns approximately 7.3 million acres across 11 southern states and hired Hamaker Timber to actively harvest a portion of their woodlands.

Don and his crew were tasked with harvesting pine trees between 25 and 30 years of age. On average, Hamaker Timber logs 120-acre tracts and transports 90 loads a week.

To keep up with his expanding business, Don decided to meet with Jason Dutton at Equipment Inc. in Shreveport, Louisiana, to grow his heavy equipment fleet.

"I looked into other equipment brands in the past, but I couldn't find the right machine for my operation," Don says. "But, a few years ago, Jason took me to the Northwest for a week, and I observed several Doosan log loaders. I visited with other owners, and I was sold right there. I was willing to take a chance on this machine."

The DX225LL turned out to be an ideal solution for Don, so he decided to purchase a second Doosan® log loader 12 months later. The second DX225LL is used primarily to unload timber at a Georgia-Pacific wood mill, located in Bernice, Louisiana. The mill converts timber into chips that are distributed to other mills. A third log loader – a DX300LL-5 – is paired with a cut-to-length processor attachment.

Don says the combination has increased his productivity more than any other machine he owns.

"The dependability, ease of use and speed of the machine is like no other," Don says. "I'm able to take men off from our other logging machines and put them on Doosan log loaders. They can pick up how to operate right off the bat."

Cutting down challenges

Don's crew primarily logs in southern Arkansas and northwestern Louisiana. The landscape ranges from low, broad flatwoods and steep hillsides filled with sand and iron ore, which previously created unique challenges for Don and his crew.

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Jason Dutton (left) with Don Hamaker

"At times we are working on some pretty steep slopes on rocky terrain," Don says. "It can be tough, but we have a job to do. And if we aren't productive, we aren't going to be around in business."

With the purchase of two Doosan® log loaders, Don says he's been able to push past challenges and stay productive year-round. In fact, the swing power, swing speed and lifting power of the log loaders have helped him cut the time it takes to load and unload trucks in half.

"We can now load a truck in the woods in about 10 minutes," Don says. "And at the wood mill, we can unload a truck in about seven or eight minutes. Prior to purchasing the log loaders, we had to use truck-mounted loaders which took twice as long. I can confidently say we are much more efficient using the log loaders than we have been in the past."

In addition, the DX225LL has a higher vantage point and good visibility, allowing Don's crew to efficiently sort logs as specified by each mill.

"There are some mills we work with that want pine one day and hardwoods the next," Don says. "Prior to adding Doosan equipment, it was difficult to sort each type of wood with the truck-mounted loaders, but now we don't have to worry about that. It's very simple for us."

On-call support

Like other loggers, Don can't afford downtime and lost productivity, so he depends on his crew and on-site mechanic for daily maintenance and his dealer for parts and service.

"Our mechanic and operators clean and inspect our machines daily to make sure the equipment is in good shape," Don says. "And when I need parts, I call up Equipment Inc. There have been times my dealership has brought a part to me, even when we were deep in the woods. That's how good they've been to me."

While times have certainly changed since Don first got started in the logging industry, he wouldn't have it any other way.

"Logging is challenging," Don says. "But, we continue to adapt and learn. Our goal is to make sure we are doing the best job we can for Weyerhaeuser and Georgia-Pacific by using the best equipment. I couldn't see myself doing anything else." DM

Visit **DoosanEquipment.com/LogLoaders** to learn more about the benefits of Doosan log loaders in forestry applications.

COMPANY INFO
Business: Lauzon Contracting
In business since: 2002
Location: Clackamas, Oregon
Doosan machines: DX350LC-5, DX255LC-3, DX225LC-5 (three), DX140LC-3 crawler excavators; DL250-3 wheel loader
Doosan dealer: Feenaughty Machinery

David Lauzon, Nancy Lauzon and Tia Olsen

THE POWER OF PROMPTNESS

Building a commercial site preparation and excavation company from the ground up means making a commitment to dig deeper, match people to their best fit and sell what sets you apart from the competition. When the husband and wife team of David and Nancy Lauzon started Lauzon Contracting, dividing the duties between themselves and two other employees made staffing and fleet decisions simple. And, it didn't take long to stand out from the crowd.

"The one thing that really sets us apart is we hit schedules every time, always," David says. "Our reputation is we get work done on time so that others can get their work done on time. We actually have some concrete subcontractors that give us discounts if we're the excavation partner."

By always being on time – and always on point – Lauzon Contracting has carved out a niche in the Portland, Oregon, commercial construction market where the company's employee roster started with family and friends. Growing up on a ranch in South Dakota, David Lauzon was "pulling levers on machines" and working in excavation at an early age. On a long-ago jobsite, he befriended another excavator operator, Joe Gadotti. The two hit it off, Joe joined the company and the two started bidding jobs together. David now specializes in contract negotiating estimating, and Joe is the construction manager.

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Joe Gadotti and Jeremey Flesner

Nancy was the jack-of-all-trades in the early days. "If Dave needed someone to flag or shoot grade, I was there. And I also handled the financial end in the office," says Nancy, who is now the managing member and sole owner of the enterprise. David and Nancy's daughter, Tia Olsen, took her parents' advice, earned a degree in accounting and eventually took over the reins as the controller.

A vision for turnkey excavation

The team bought a few pieces of compact equipment and targeted residential projects. David and Joe went out in the field, and Nancy and Tia ran the office.

"At that point in time, it was about getting new clients and getting yourself out there and known," Tia says. "I believe that's the hardest part about starting a new business."

Over time, the company's reputation began to grow beyond descriptions of punctuality to include versatility. Services expanded, projects grew bigger and the machines became larger. Lauzon Contracting now completes eight to 10 projects annually using a Doosan® fleet of seven crawler excavators and one wheel loader. It offers a range of services from budget consultation, to permits, to a commercial job package from start to finish.

"We demo all the buildings; clear and grub; do structural excavation for the buildings; and do the site prep, installation and repair of all utilities and structures," David says.

Despite the growth in services and contracts, Nancy's ownership goals remain grounded and right-sized.

"My inspiration is to provide a better life for my employees and my family," she says. "We work so well together and appreciate each other, and that's what makes our company successful."

The company has thrived as one of the few female-owned construction enterprises in the Pacific Northwest. "I think that we've gained a lot of valuable relationships and projects being woman-owned, and it's mandatory to use women on a lot of projects now," Tia says, referring to the state of Oregon's recent formation of specific requirements for a percentage of government contracts to be awarded to certified minority-owned, women-owned, service-disabled veteran-owned businesses, and emerging small businesses.

Nancy adds, "We were well on our way when that state program came about, but it has helped being woman-owned a lot more than I realized. Even if it's 10 or 20 percent of the jobs being awarded to minorities, it all helps."

Visibility, durability and support

Lauzon Contracting's reputation for performing a full spectrum of services for commercial projects – like low-income housing and retirement communities – has also been built on durable equipment. One thing that hasn't changed since the company purchased its first Doosan machine is how it evaluates purchases with an expectation that equipment be visible and perform for up to a decade.

"It's the durability and the relationship you have with the dealer," Joe says.

Dealer support was a known entity. A 13-year relationship with Doosan dealer Feenaughty Machinery helped Sales Specialist Byron Rose convert the firm from a competitive line to Doosan.

"Our relationship with Feenaughty and Byron is a really key part of this, too, because they worked with us to get the right equipment," David says. "We cycle through our machines, and we're just really happy with Doosan. I like high-visibility machines, myself. That orange stands out pretty good, and we've turned into a pretty orange company."

As a new brand to the company, Doosan had to prove its durability.

"When we bought the first piece of equipment, it was a cost savings, and we were a little bit worried about the durability," David says. "But as you can see, we bought quite a few more – three machines in one year – because we liked

the first one so well. Our DX350LC-5 is an awesome machine. It's paid for itself three or four times over."

From demo to dirt

The company assigned the DX350LC-5 and two DX225LC-5 excavators to several tasks last summer on a project for Northwest Housing Alternatives, a 501(c)(3) organization that provides housing for low-income residents in the Portland, Oregon, area. The job required Lauzon Contracting to demolish 11 homes and excavate 10,000 cubic yards of dirt to prepare the sequential site preparation steps. Operators put the Doosan machines to work trenching for a series of complex utility installations that included a stormwater detention system, followed by the structural excavation for below-grade parking garages and a ground-level retail component.

Joe Gadotti, David Lauzon and Byron Rose

The new Northwest Housing Alternatives project in Milwaukie, Oregon, included three multi-family buildings, an office, emergency shelter, playground and parking lot.

Lauzon Contracting completed its portion of the project on time because punctuality is ingrained in its company culture. And meeting deadlines with the right equipment has become a clear competitive advantage. DM

Visit **DoosanEquipment.com/Lauzon** to watch Lauzon Contracting's Doosan excavators in action.

Doosan helps overcome challenges in booming region

The challenges of being located in a booming construction region can be good for finding work but present labor issues. Operator comfort is a leading factor in recruiting and retaining operators.

"Our big thing right now is trying to find operators. It's really, really a tough job market, and all the guys that we've hired really like these Doosan machines because of comforts like air conditioning, heating and visibility, and there's plenty of power and reach," David Lauzon says.

TAKING A SHINE TO BUSINESS

COMPANY INFO
Business: Valley Services
In business since: 1986
Location: San Jose, California
Doosan machines: DL300-5 (two) wheel loaders
Doosan dealer: RGW Equipment

A self-described workaholic, Mike Salinas has never been afraid of a little hard work. As a child, Mike was an aspiring entrepreneur who set up a shoe shining business outside local restaurants. As he polished the dress shoes of local business professionals for cash tips, he also picked up valuable business tips. What he heard inspired him to start his own company approximately 33 years ago.

"I liked to listen to them talk about business," he says. "They would always talk about garbage being a steady business. I figured, if we had to eat, this is the best way to do it."

In 1986, Mike and his wife, Monica, started a scrap metal business by hauling junk cars to large scrap centers in the San Jose, California, area. Over time, the business became known as Valley Services and expanded to a state-certified recycling facility that specializes in construction, demolition and residential waste materials.

The facility is a drop-off site for commercial construction materials and demolition debris, including wood, drywall, concrete, asphalt, metal and gypsum. Customers can also drop off organic materials such as trees and dirt. Valley Services rents roll-off dumpsters for small- to large-scale construction and commercial cleanup needs as well as hauls the material waste to the recycling facility.

"We've never advertised; everything is word of mouth," Mike says. "We treat people the way you want to be treated. We've been here 33 years because of it. It's not always price and money. It's your reputation, your availability and how you do it."

Mike and Monica have four daughters, and they all work for the company. They range in age from 18 to 27, and Mike says they have been working in the company since they were kids. "They've all worked seven days a week with us," he says.

Building loyalty

Mike says 70 to 80 percent of the material that comes into the facility can be recycled. That requires manpower to sort and horsepower to transport materials. "We own 110 pieces of equipment," he says.

Mike Salinas, owner of Valley Services

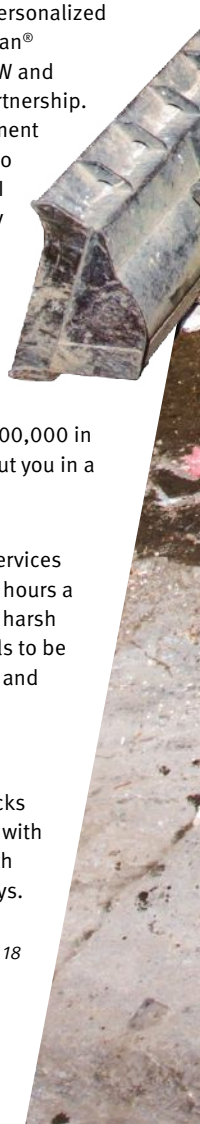
The primary pieces of equipment are a handful of excavators and wheel loaders used for sorting and moving materials.

Salinas was a loyal customer of another heavy equipment brand for years, but he says after the sale, the service began to fade. "They never took care of us the way they should have," he says. "After the sale, they forget about you in a month."

Mike adds that he became just another face in the crowd of customers. Eventually, his local equipment dealer couldn't service his equipment in a timely manner. "We don't have time to shut down or stop working," Mike says of the 15- to 20-hour work cycle of the business. "Without our machines, we can't work."

Mike called on RGW Equipment to provide his equipment service. "When we need something, RGW takes care of it instantly," he says.

He was so impressed with the personalized service, he purchased two Doosan® DL300-5 wheel loaders from RGW and couldn't be happier with the partnership. "I could buy any piece of equipment I wanted," he says. "I bought two Doosan wheel loaders because I believe in the product. I'm really impressed with the product.



"Value is in your reputation and how you do business, not just selling the product. I've worked with several companies where I'm buying $500,000 in equipment, and they forget about you in a month. RGW doesn't do that."

As if to prove his point, Valley Services operates wheel loaders up to 15 hours a day, seven days a week, sorting harsh and potentially harmful materials to be transported to various recycling and processing facilities.

"The Doosan wheel loaders are moving all the time, loading trucks with concrete, pushing material with a bucket or unloading trucks with a pallet fork attachment," he says. "They are very durable."

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THE DOOSAN WHEEL LOADERS ARE MOVING ALL THE TIME, LOADING TRUCKS WITH CONCRETE, PUSHING MATERIAL WITH A BUCKET OR UNLOADING TRUCKS WITH A PALLET FORK ATTACHMENT. THEY ARE VERY DURABLE.

– **MIKE SALINAS** / VALLEY SERVICES

The work isn't glamorous and can take a toll on equipment. Solid tires ensure uptime since pneumatic tires are susceptible to puncture when transporting sharp metal and jagged materials. Mike also outfitted the Doosan® wheel loaders with an optional guarding package for additional protection. The dealer-installed guarding package includes more than a dozen guards to protect a variety of areas on the machine, including cylinders, axle seals, the articulation area, and under the cab, to name just a few.

Focus on safety

With more than 50 employees, many of whom have worked at Valley Services for more than a decade, the safety of its people is a top priority at the facility.

"Safety is one of the reasons we got the Doosan wheel loaders," Mike says. Doosan DL300-5 wheel loaders are equipped with rearview cameras, but Mike says the Doosan machines offer better all-around visibility by design alone. "The back is lower than other brands, so my operators can actually turn their heads to see," he says. "Other machines you have to rely on the cameras."

A safety coordinator ensures all operators are trained on the proper use of equipment. Mike says the training on Doosan wheel loaders is fairly effortless since the operator controls are intuitive.

He plans to rotate wheel loaders every two to three years to maintain top productivity. "I would not hesitate to buy more equipment from RGW," he says. "In total honesty, they are really good machines."

The Salinas family is planning to open a new recycling yard in late 2018. According to Mike, the new facility will have the latest and the greatest of sorting and separating, so employees can divide the material right away. **DM**

Full speed ahead

To break his workaholic tendencies, Mike Salinas got involved in drag racing – a sport his father participated in when Mike was a youngster.

"I drive a 330-mph race car. I do that to calm down," he says.

Mike competes on the National Hot Rod Association (NHRA) circuit and has turned the hobby into a family affair with his four daughters. Mike races in the Top Fuel Dragster series while one daughter is prepping to race Pro Stock Motorcycle, another daughter races an A/Fuel Dragster and two other daughters are moving into the sport.

Coincidentally, Salinas's Scrappers Top Fuel race car is a very familiar shade of orange.

If dragster races earlier this year are any indication, Mike is earning success in the racing community the same way he earned his business success – full speed ahead.

MEET CHRIS CALDWELL,
the Doosan Hometown MVP Contest Winner

Hometown MVP contest winner Chris Caldwell receives a commemorative ticket from Doosan Infracore North America Director of Marketing Todd Roecker.

Chris Caldwell, an equipment superintendent at Branch Civil in Roanoke, Virginia, was selected as the grand prize winner of the 2018 Doosan Hometown MVP contest. Chris received four tickets to Game 4 of the 2018 *MLB® World Series®* presented by YouTubeTV plus round-trip airfare for four and a two-night hotel stay.

"I went to Mexico for a week, and I didn't have my phone on," he says, describing how he got the news that he'd won. "I was going through my email, and it was probably about 30 emails down. I was like, 'Oh my gosh,' and I called my wife to tell her. We were super stoked. We are baseball fans in general, and I'm a Red Sox fan."

In his winning entry, Chris described how Branch Civil – a site development, design-build and heavy-highway construction firm – helps build schools, improves critical infrastructure and performs work to protect the ecosystems near the company's jobsites.

"We are an employee-owned company, and we are community minded," he says. "We give back to local charities and non-profits often."

Runner-up winners

The first runner-up winner was Chris Zehner of Monterey, Indiana. He received a $250 Doosan-themed prize package. The second runner-up was Christopher Gartner of San Antonio, Texas. He received a $100 Doosan-themed prize package.

Chris Caldwell (left) and his supervisor Tim Morgan.

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